



## Quarantine and Isolation Medical Shelter Standard Operation Procedure

SOP No: MS-103

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# Standard Operating Procedure Linens & Laundry

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## Subject: Linens & Laundry Procedures For Medical Sheltering Sites

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### 1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on coordinating linen and laundry services for medical sheltering sites. Medico/Republic Master Chefs (RMC) contracts with the County of Los Angeles to provide a complete bed linen and towel inventory (i.e., bed sheets, blankets, pillow cases, bath towels, hand towels, and face towels) for the medical sheltering sites through a rental service.

In addition, RMC picks up bagged, soiled linens for laundry service and delivers clean, folded linens to these medical shelter sites on a reoccurring basis. There is no additional cost for the reoccurring pick-up/delivery since this is included in the service agreement. At this time, all medical shelter sites have an ongoing bed linen and towel inventory that is based on full site capacity projections, as well as established weekly pick-up/delivery schedules.

*Note: Personal items from clients and staff are not approved for laundry services.*

### 2. Contacts

#### **The Mayfair Hotel**

Eduardo Guerra (RMC)

(323) 735-1661 ext. #385

[EduardoG@RepublicMasterChefs.com](mailto:EduardoG@RepublicMasterChefs.com)

#### **Quality Inn & Suites Bell Gardens**

Marisela Labrado (RMC)

(323) 735-1661 ext. #765

[Marisela.Labrado@RepublicMasterChefs.com](mailto:Marisela.Labrado@RepublicMasterChefs.com)

#### **The Sherman Hotel**

Eduardo Guerra (RMC)

#### **Pomona Sheraton Fairplex Hotel**

Juan Amador (RMC)

(323) 735-1661 ext. #385  
[EduardoG@RepublicMasterChefs.com](mailto:EduardoG@RepublicMasterChefs.com)

**David L. Murphy Sobering Center**  
All linen and laundry services handled  
in-house

**Marnica Valencia**  
Principal Purchasing & Contracts  
Analyst  
County Internal Services Department  
[MValencia@isd.lacounty.gov](mailto:MValencia@isd.lacounty.gov)

(323) 735-1661 ext. #707  
(323) 707-2522 (cell)  
[JuanA@RepublicMasterChefs.com](mailto:JuanA@RepublicMasterChefs.com)

**Martin Luther King COVID+  
Congregate Site**  
All linen and laundry services handled  
in-house

### 3. Procedures

- Service Startup
  - Bed linen and towel inventory requirements are provided to the appropriate RMC contact by County ISD representative, after consultation from the site set-up or site logistics team. County ISD representative will need to know from the site set-up or site logistics staff the following information to proceed with the initial procurement:
    - Number of total units/rooms to be used
    - Number of beds and their sizes (e.g., full, queen, king, etc.)
    - Number of other items needed for the site (i.e., bath towels, hand towels, face towels)
  - RMC states they can generally fill startup requests within one week and additional requests can usually be filled within 24 - 72 hours.

*Note: Multiple bed sheets (i.e., 2) may be needed for a single bed, as RMS does not supply fitted sheets. Additionally, multiple blankets may also be required as one blanket may not cover a large bed.*

- Ongoing Service
  - The cleaning services contractor (not RMC) is responsible for removing and replacing soiled linens from the units. Linens will be placed into bags provided by RMC and then placed into linen service carts, if available. For bed linens and towels that have been exposed to COVID-19 positive or COVID-19 presumptive clients within the previous seven days, the bags should also be placed inside a bio-hazard bag.
  - At times, RMC may also need to clean the original site linens (non-RMC provided linens and towels). This can be done for an additional charge and site supervisors/directors should work with the cleaning services contractor

and RMC to separate RMC linens/towels from site-owned items to avoid loss of non-RMC items.

- When RMC delivery drivers pick up the dirty-linen cart, they will provide a clean-linen cart in return. The clean linens should match the type/number removed the previous week to ensure that linen inventory is continually replenished.
- Site supervisor/site director must sign the delivery driver's electronic invoice to indicate linen pick-up and receipt and also update the Service Tracking tab on the SharePoint Tracking Sheet - COVID-19>OEM>Housing>Medical Sheltering>Site Binders>[SITE NAME].
- Site supervisor/site director will ensure that County ISD representative is provided a copy of the signed invoice.
- Site supervisor/director may also be responsible for verifying that inventory is complete.

*Note: If linens do not meet site management's expectations, the linens may be returned and replaced with the next weekly linen service at no additional charge.*

- Pick-up/Delivery Schedule
  - Unless otherwise notified, RMC will pick-up/deliver bed linens and towels as follows:
    - The Sherman Hotel – Monday
    - Quality Inn & Suites Bell Garden - Wednesday
    - The Mayfair Hotel – Thursday
    - Pomona Sheraton Fairplex Hotel – Friday
  - For federal holidays, RMC will service locations one day before/after the scheduled date (i.e., Tuesday service for a Monday holiday and Thursday service for a Friday holiday).

#### **4. References**

Please see appropriate contact information above for any inquiries related to linen and laundry services for specific medical sheltering sites.